Re: Rapid Ridez Nexa Order

From: Jane Scharf (mjslegalservices@yahoo.com)

To: jared@matrixmotor.com

Date: Saturday, December 28, 2024 at 08:15 p.m. EST

Hi Jared,

I'm having an issue with my vehicle perhaps I'm doing something wrong. My battery is not lasting. I charged it all night from about 6 PM till noon the next day. at first it was fully charged and it had good speed. And then after 2 miles I started to lose speed, and my battery showed that it was almost empty. I hope you can help with this. I expected 70 km on one charge and a speed of 30 km an hour.

Jane Scharf

MJS Legal Services

Phone: (613) 884-9065
Fax: (866) 544-9981

Sent from my iPhone

> On Dec 18, 2024, at 12:44 PM, Jared Holbrow <jared@matrixmotor.com> wrote:
>
> Hi Jane
>
> The invoice with Paypal link was sent.
>
> Let me know if you need any assistance
>
> Sincerely
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> On Wed, Dec 18, 2024 at 10:44 AM Jared Holbrow <jared@matrixmotor.com> wrote:
>> Good morning Jane,
>>
>> I just spoke with Accounting. They are just in a meeting and then will send over the link.
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>> On Tue, Dec 17, 2024 at 6:59 PM Jane Scharf <mjslegalservices@yahoo.com> wrote:
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>>> Yes. Accounting will send it first thing in the morning.
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>>> On Tue, Dec 17, 2024, 5:57 p.m. Jane Scharf <mjslegalservices@yahoo.com> wrote:
>>>> 249 Presland Rd Ottawa Ontario, K1K 2B6
>>>>
>>>> I just need the link to pay
>>>> Jane Scharf
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Re: Rapid Ridez Nexa Order

From: Jared Holbrow (jared@matrixmotor.com)

To: mjslegalservices@yahoo.com

Date: Monday, December 30, 2024 at 11:29 a.m. EST

Hi Jane,

Our warehouse is closed until after New Years day. I will speak with our mechanics on Jan 2nd and get back to you on this matter.

Sincerely

> On Sat, Dec 28, 2024 at 8:17 PM Jane Scharf <mjslegalservices@yahoo.com> wrote:
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Re: Rapid Ridez Nexa Order

From: Jane Scharf (mjslegalservices@yahoo.com)

To: jared@matrixmotor.com

Date: Monday, December 30, 2024 at 12:50 p.m. EST

Thank you Jarred. I have another issue the left-hand door rattles and it's not straight probably probably just needs to be screws tightened or something.
Jane Scharf

MJS Legal Services

Phone: (613) 884-9065
Fax: (866) 544-9981

Sent from my iPhone

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Re: Rapid Ridez Nexa Order

From: Jane Scharf (mjslegalservices@yahoo.com)

To: jared@matrixmotor.com

Date: Thursday, January 2, 2025 at 04:28 p.m. EST

Hi Jarred, I am still having a few issues. One is the performance of battery is inconsistent. Yesterday it seemed to operate OK and the weather is the same and I plugged it in the same amount of time as other days I had problems. But the battery did not perform today.. it showed ready when I left and I only went 3 miles and then it wouldn't show ready again. Where yesterday I went maybe 10 miles total.. same speed no one in the car with no issue and it said ready all the time. And before I called you, it was even worse than that plugged in for the same amount of time and it was showing out a battery after 2 miles. Now this one could've been my fault not plugging it in properly, but it appeared to be plugged in properly.

And also, the problem with the door is not aligned on the left-hand side and it's rattling I made a video. I'll send it if you think you need it.
Jane Scharf

MJS Legal Services

Phone: (613) 884-9065
Fax: (866) 544-9981

Sent from my iPhone

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Re: Rapid Ridez Nexa Order

From: Jane Scharf (mjslegalservices@yahoo.com)

To: jared@matrixmotor.com

Date: Monday, January 6, 2025 at 03:00 p.m. EST

Ok Jared can do that.

Jane Scharf

MJS Legal Services

Phone: (613) 884-9065
Fax: (866) 544-9981

Sent from my iPhone

> On Jan 6, 2025, at 2:38 PM, Jared Holbrow <jared@matrixmotor.com> wrote:
>
> Hi Jane,
>
> We reviewed the videos and pictures thank you. Can you take this unit to our nearest dealer, as it needs to be looked at in person. We can only diagnose over the phone so much. Dealer is Derand Motorsports, they are 4km away from you (1231 Newmarket St, Ottawa, ON K1B 5N6). We would have them do the warranty work and take care of the bill.
>
> Sincerely
>
> On Mon, Jan 6, 2025 at 10:46 AM Jared Holbrow <jared@matrixmotor.com> wrote:
>> Hi Jane,
>>
>> Yes we received this. My head mechanic is just working on a couple shipments and then will look at your issues. He will let me know how we can help you resolve these issues you have.
>>
>> Sincerely
>>
>> On Mon, Jan 6, 2025 at 9:30 AM Jane Scharf <mjslegalservices@yahoo.com> wrote:
>>> Hi Jared, I cut down the video of door rattling so I could send it by email which I have done. And I sent you a picture yesterday of the door. And I need some feedback on the battery. I need to get these issues taken care of right away or I'm gonna have to make arrangements to send the vehicle back as defective.. I don't want to do this as I am happy with it in general, but these are deal breakers..
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Re: Rapid Ridez Nexa Order

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To: mjslegalservices@yahoo.com

Date: Monday, January 6, 2025 at 10:46 a.m. EST

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Re: Rapid Ridez Nexa Order

From: Jared Holbrow (jared@matrixmotor.com)

To: mjslegalservices@yahoo.com

Date: Monday, January 6, 2025 at 02:38 p.m. EST

Hi Jane,

We reviewed the videos and pictures thank you. Can you take this unit to our nearest dealer, as it needs to be looked at in person. We can only diagnose over the phone so much. Dealer is Derand Motorsports, they are 4km away from you (1231 Newmarket St, Ottawa, ON K1B 5N6). We would have them do the warranty work and take care of the bill.

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> Sincerely

I want you to return payment

From: Jane Scharf (mjslegalservices@yahoo.com)

To: jared@matrixmotor.com

Date: Monday, January 20, 2025 at 09:07 a.m. EST

Hi Jared I just called the credit card company and they asked me to give you 15 business days to return my payment for the matrix NEXA voluntarily.

After that time, they will return the amount if it's not been submitted by your company.

I'm really sorry that it's ending up this way because otherwise I like the vehicle design and so on and I like the way it operates for those 2 miles. But it's not functional.

Jane Scharf

MJS Legal Services

Phone: (613) 884-9065
Fax: (866) 544-9981

Sent from my iPhone

Matrix Nexa Jane Scharf

From: Jane Scharf (mjslegalservices@yahoo.com)

To: jared@matrixmotor.com

Date: Monday, January 20, 2025 at 08:42 a.m. EST

Hi Jared, unfortunately I'm gonna have to start a claim to return my money through the credit card. Because this product is completely defective. I can't even drive it for more than 2 miles and then it loses its battery capacity. And there's something weird going on because it still shows bars, but it won't perform properly it wouldn't do more than 10 and the emergency break was not on and this is what happens every time. I do about 2 miles and it operates fine. I can turn on the heat and I'm doing a 25 speed. And then after 2 miles I can't get any speed and I can't put anything on. And then eventually it just won't got past 10 without showing that it's in some sort of distress because it shows a red bar on the left side and on the other side it looks like you're running out of gas. And then if I take my foot off to gas, it all goes back to full bars. And the door is rattling because it's not on straight and the last thing is the handle for the sunroof keeps popping down on its own for no parent reason. I'm done. My patients are gone now. I waited nicely all this time for some sort of repair process, which did not happen.
Jane Scharf

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Fax: (866) 544-9981

Sent from my iPhone

Re: Missed calls

From: Jane Scharf (mjslegalservices@yahoo.com)

To: jared@matrixmotor.com

Date: Wednesday, January 22, 2025 at 05:01 p.m. EST

OK, I'm available now by phone
Jane Scharf

MJS Legal Services

Phone: (613) 884-9065
Fax: (866) 544-9981

Sent from my iPhone

> On Jan 22, 2025, at 3:37 PM, Jared Holbrow <jared@matrixmotor.com> wrote:
>
> Hi Jane,
>
> I see you called. Sorry I am at a dealer on the road. I will call the warehouse for an update on your unit.
>
> Sincerely
>
> --
>
> **Jared Holbrow**
> Director of North American Dealer Development
>
> **Head Office:**
> 282 King Street, Unit 1
> Barrie, Ontario L4N 6L2
> Toll Free: 1-844-205-8008 Ext 231
> Direct: **705-481-0715**
> www.matrixevh.com
>
> **Check us out!**
> Youtube | Facebook | Instagram
>
> The information contained in this E-mail message is intended for the personal and confidential use of the designated recipient(s) named above. This message and all communication contained herein is privileged and confidential. If the reader of this message is not the intended recipient or an agent responsible for delivering it to the intended recipient, you are hereby notified that you have received this E-mail message in error, and that any review, dissemination, distribution or copying of this message is strictly prohibited. If you have received this message in error, please notify Matrix Motor immediately by calling (844) 205-8008.
>
> Les informations contenues dans ce message électronique sont destinées à l'usage personnel et confidentiel du ou des destinataires désignés ci-dessus. Ce message et toutes les communications qu'il contient sont privilégiés et confidentiels. Si le lecteur de ce message n'est pas le destinataire prévu ou un agent chargé de le remettre au destinataire prévu, vous êtes informé par la présente que vous avez reçu ce message électronique par erreur, et que tout examen, diffusion, distribution ou copie de ce message est strictement interdit. Si vous avez reçu ce message par erreur, veuillez en informer Matrix Motor immédiatement en appelant le (844) 205-8008.

Re: Rapid Ridez Nexa Order

From: Jane Scharf (mjslegalservices@yahoo.com)

To: jared@matrixmotor.com

Date: Thursday, January 23, 2025 at 06:06 p.m. EST

Hi Jared,

I did not get your report by email. Please send again

Also I've thought about what you just told me and it doesn't sound like you repaired anything that would make any difference to the problem. However, I'm not a mechanic so I'm going to consult with one before I accept the return of the vehicle.

I had problems with that unit from the first day I got it so trying to blame me for it is pretty low. I did not take the door off. I did not do anything with the wires on the battery. And I was operating the emergency break properly. It actually stopped entirely while I was on the road in the first day fault and wouldn't start when it appeared to have a full battery. It's very serious problems going on with this and they're not my fault.

I think there's a quality control problem here. And I don't want to get stuck paying $13,000 and having ongoing problems.

Jane Scharf

MJS Legal Services

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>
> And also, the problem with the door is not aligned on the left-hand side and it's rattling I made a video. I'll send it if you think you need it.
> Jane Scharf
>
> MJS Legal Services
>
> Phone: (613) 884-9065
> Fax: (866) 544-9981
>
> Sent from my iPhone
>
> > On Dec 30, 2024, at 11:29 AM, Jared Holbrow <jared@matrixmotor.com> wrote:
> >
> > Hi Jane,
> >
> > Our warehouse is closed until after New Years day. I will speak with our mechanics on Jan 2nd and get back to you on this matter.
> >
> > Sincerely
> >
> > On Sat, Dec 28, 2024 at 8:17 PM Jane Scharf <mjslegalservices@yahoo.com> wrote:
> > > Hi Jared,
> > >
> > > I'm having an issue with my vehicle perhaps I'm doing something wrong. My battery is not lasting. I charged it all night from about 6 PM till noon the next day. at first it was fully charged and it had good speed. And then after 2 miles I started to lose speed, and my battery showed that it was almost empty. I hope you can help with this. I expected 70 km on one charge and a speed of 30 km an hour.
> > >
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> > >
> > > MJS Legal Services
> > >
> > > Phone: (613) 884-9065
> > > Fax: (866) 544-9981
> > >
> > > Sent from my iPhone
> > >
> > > > On Dec 18, 2024, at 12:44 PM, Jared Holbrow <jared@matrixmotor.com> wrote:

Missed calls

From: Jared Holbrow (jared@matrixmotor.com)

To: mjslegalservices@yahoo.com

Date: Wednesday, January 22, 2025 at 03:37 p.m. EST

Hi Jane,

I see you called. Sorry I am at a dealer on the road. I will call the warehouse for an update on your unit.

Sincerely

--

Jared Holbrow
Director of North American Dealer Development

Head Office:
282 King Street, Unit 1
Barrie, Ontario L4N 6L2
Toll Free: 1-844-205-8008 Ext 231
Direct: **705-481-0715**
www.matrixevh.com

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Re: Rapid Ridez Nexa Order

From: Jared Holbrow (jared@matrixmotor.com)

To: mjslegalservices@yahoo.com

Date: Thursday, January 23, 2025 at 06:45 p.m. EST

Hi Jane, here is our report. We document every unit that leaves our facility when it is assembled and shipped.

I have my mechanics final report on your Nexa:

First receiving the unit, someone had worked on it since it left our facility.
-Wires were changed around the battery and hard wiring. This has been fixed and put back correctly
-Back Panel and Door Panel were removed, as well as all screws. We have replaced this and put them back together.
-E-brake was loosened with driving while it was engaged
Did you or anyone else tinker with this unit?

Our findings:
- All batteries tested several times. They are reading above usual levels at 13.1 volts
- Our head mechanic drove it from 113km to 126km with heat on, we did not have a problem with the unit performing.
- I personally drove the unit from 126km to 133.5km with heat on, I did not have any problems. Unit was topped off at 31km/hr and hill climb was at 21km/hr.
- Left window was tightened, a small rattle when going over large bumps on the road.

What we have fixed:
Wiring, Door realigned, sun roof clip tightened, left driver window realigned, E-brake tighten back to manufacturer requirement

When you are driving the unit, having the heat on full blast will run down the battery much faster, I had it on the first setting and it worked fine. Please make sure when you disengage the e-brake, you hear a click. This with the wiring may have been something that led to your lower speed.

The unit has been certified by our head mechanic and is good to come back to you.

Sincerely

On Thu, Jan 23, 2025, 6:09 p.m. Jane Scharf <mjslegalservices@yahoo.com> wrote:

> Hi Jared,
>
> I did not get your report by email. Please send again
>
> Also I've thought about what you just told me and it doesn't sound like you repaired anything that would make any difference to the problem. However, I'm not a mechanic so I'm going to consult with one before I accept the return of the vehicle.
>
> I had problems with that unit from the first day I got it so trying to blame me for it is pretty low. I did not take the door off. I did not do anything with the wires on the battery. And I was operating the emergency break properly. It actually stopped entirely while I was on the road in the first day fault and wouldn't start when it appeared to have a full battery. It's very serious problems going on with this and they're not my fault.
>
> I think there's a quality control problem here. And I don't want to get stuck paying $13,000 and having ongoing problems.
>
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> > On Jan 2, 2025, at 4:28 PM, Jane Scharf <mjslegalservices@yahoo.com> wrote:
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> > Hi Jarred, I am still having a few issues. One is the performance of battery is inconsistent. Yesterday it seemed to operate OK and the weather is the same and I plugged it in the same amount of time as other days I had problems. But the battery did not perform today.. it showed ready when I left and I only went 3 miles and then it wouldn't show ready again. Where yesterday I went maybe 10 miles total.. same speed no one in the car with no issue and it said ready all the time. And before I called you, it was even worse than that plugged in for the same amount of time and it was showing out a battery after 2 miles. Now this one could've been my fault not plugging it in properly, but it appeared to be plugged in properly.
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Re: Refund for Matrix Nexa

From: Jared Holbrow (jared@matrixmotor.com)

To: mjslegalservices@yahoo.com

Date: Friday, January 24, 2025 at 03:39 p.m. EST

Hi Jane,

Thank you for reaching out to us. We have received your letter and appreciate your feedback.

At Matrix Motor, we strive to provide high-quality service and stand behind our 5-year warranty. As part of our commitment, we have thoroughly inspected and serviced your unit. We're pleased to confirm that all issues have been addressed and the unit has been returned to manufacturer performance standards.

While we do not offer refunds or returns, customers are to arrange their own transportation for service or warranty needs. However, we made an exception in your case by picking up and returning the unit at no additional cost to you, as part of our dedication to providing excellent customer service.

Our technicians have certified that the unit is in proper working condition, and with over 100 km on the odometer, it is clear that the unit was functioning as expected. As we discussed during our phone conversation yesterday, we have resolved all issues and your unit is ready for return.

If you are still unwilling to accept the return of your unit, please note that a storage fee of $50 per day will be applied, starting on Wednesday, January 29th.

Sincerely

> On Fri, Jan 24, 2025 at 12:17 PM Jane Scharf <mjslegalservices@yahoo.com> wrote:
>
> > Hi Jared, find an explanation for my refund in the attached letter.
> >
> > **Jane Scharf**
> > Tel: 613 884-9065
> >
> > mjslegalservices@yahoo.com

--

Jared Holbrow
Director of North American Dealer Development

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Refund for Matrix Nexa

From: Jane Scharf (mjslegalservices@yahoo.com)

To: jared@matrixmotor.com

Bcc: veegandhi@gmail.com

Date: Friday, January 24, 2025 at 12:15 p.m. EST

Hi Jared, find an explanation for my refund in the attached letter.

Jane Scharf
Tel: 613 884-9065

mjslegalservices@yahoo.com

Matric Nexa Jan 24, 2025.docx
27.9kB

Re: Rapid Ridez Nexa Order

From: Jane Scharf (mjslegalservices@yahoo.com)

To: jared@matrixmotor.com

Bcc: veegandhi@gmail.com

Date: Friday, January 24, 2025 at 08:47 a.m. EST

Hi Jarod,

I've decided I do not want to accept a return of the vehicle based on your report. This problem started on day one signing a manufacture or assembly defect and the problem persisted. And it took almost a month for you to respond and then you're trying to blame the problems on me.

This is a poor quality product, and you provided insufficient warranty work.

Jane Scharf

MJS Legal Services

Phone: (613) 884-9065
Fax: (866) 544-9981

Sent from my iPhone

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